

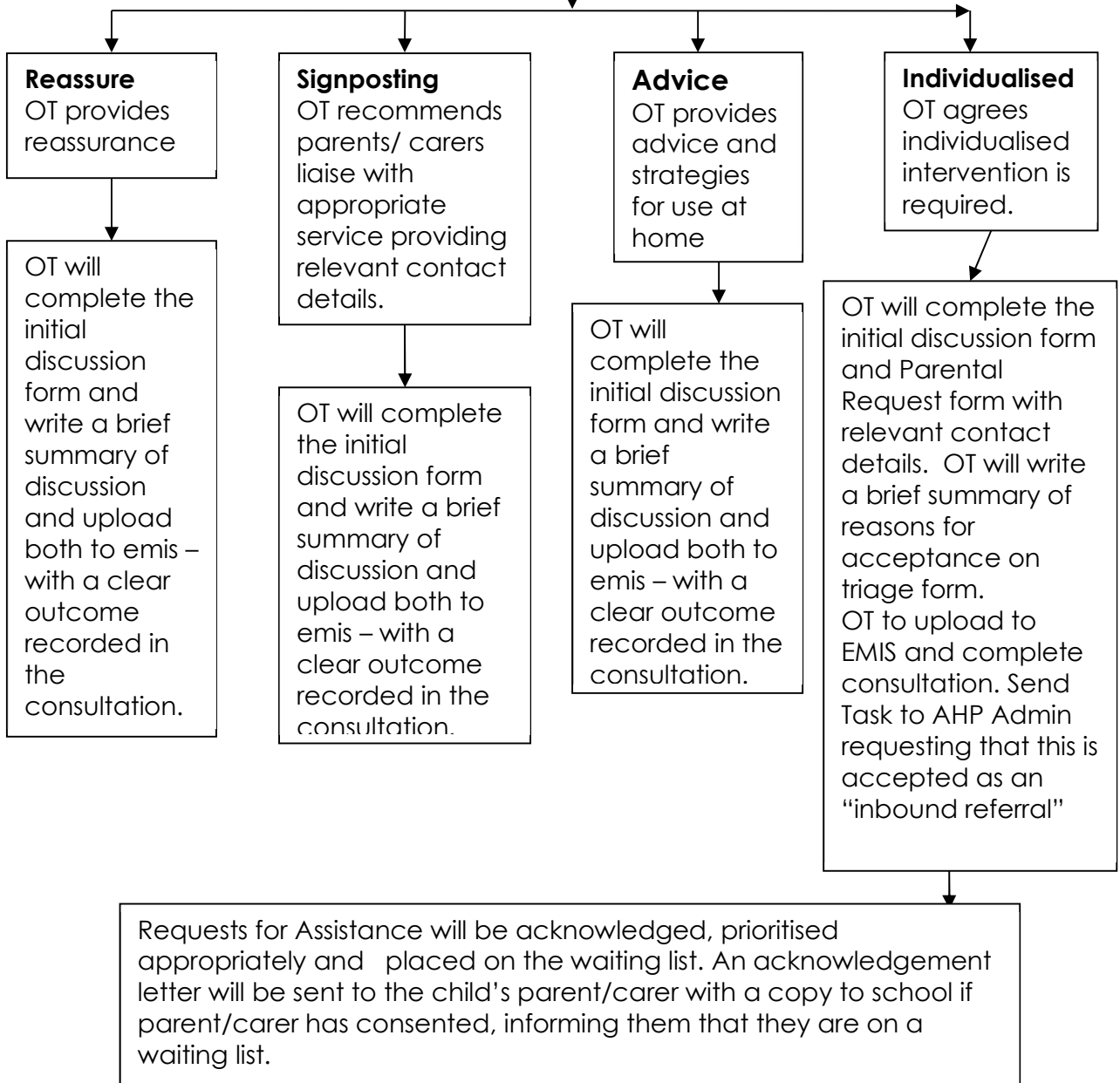
## **Appendix 5 - Procedure for Processing Requests for Assistance, incl Enquiry Line and Enquiry Inbox**

- All requests are reviewed on a weekly basis, please see flowchart below, by Occupational Therapy Team Leader and 2 X Occupational Therapists. Rotational Band 5 and students may also contribute to the process as able.
- Any request lacking adequate information on which to base an outcome decision may be returned to the requester using a Request for Assistance Request Response form (Appendix 2), or an initial discussion may be arranged with parent/ carer.
- Inappropriate requests will either be returned to the requester using a Request for Assistance Request Response form (Appendix 2), and relevant information provided.
- All accepted requests will be acknowledged to the parents/carers in writing within 2 weeks, with a copy to the referring agency.

Voicemail and Paediatric OT Mailbox will be checked on a weekly basis every Tuesday as per staff rota. To access voicemail dial 01896 827882. User number is 26033#; PIN is 6033 at 9am

Requests will be responded to by the therapist by e-mail or telephone call on the rota day. It is the responsibility of the therapist for that day to ensure contact is made with the person requesting the assistance irrespective of how long that may take. Delete e-mail/voicemail.

The therapist will discuss the concerns, using Request for assistance initial discussion guide as a basis for information gathering and discussion.



If the therapist is unable to contact requester within 1 working week – a letter will be sent, advising to call back within 10 working days or the request will be closed.